



GUIDED PATHWAYS STEERING COMMITTEE MEETING MINUTES

Tuesday, February 25th, 2020

Note Location: ROOM 9-123

Regular Meeting: 2:30 – 4:30 p.m.

NOTES (By MH):

Start @ 2:37pm w/Maureen

Announcement:

- Check program maps and mapper tool at Flex Day March 5th
 - Want as many faculty and counselors
- Proposed deliverables for IA success teams based on questions: Need SC to come up with deliverables/framework for
 - Who will staff the success team once the CRM is being used?
 - What is the role of the success navigator?
 - Who is the first responsible point of contact?
 - What does onboarding look like?
 - What supports exist for your Interest Area students?
 - Relationship between the success teams and affinity groups?

VP Perez: Clarified confusion between Interest Area groups and Success Team

- Embedded Success Team into the IA groups
- Success team **structures** built into Interest Area groups
- **Interest Area Group**: What are roles expectations, outcomes aligned with the PhIG.

Mary Ho: Leading PhIG (Phase Implementation Group)

What are the academic support needs milestones and timeline for completion. What actionable steps can be taken what questions need to be asked?

VP Perez:

Regarding timeline, Mary asked about: for the remaining half of the semester we need to pick an area of focus for implementation.

Karen: Cary Mitchel. In CRM there's a district-wide assumption we will have Success Teams and Roles are defined

In CRM: Each student must be assigned a **success navigator**. The Steering Committee can pivot to communicate this, but there's room to work with what that means.

VP Perez: We had already decided on this same structure, but IA teams may request another role within success teams. SC role:

“This is what's set and this is where we can flex”

MH: It's good the roles have been defined, we don't have to reinvent.

CR: Folks said "What's the To-Do List?"

We need a one-page front to back document with roles, expectations ... maybe a template with timeline.

Karen: There's a disjoint between how advanced the conversations are related to the Redesign (some groups are far ahead of IA groups)

Maureen: **Questions about workload**

HOW DO WE DO THIS CHANGE? All at once, more slowly, or let one more advanced group go as far as they can.

Mary Ho: we need half-day/longer things when we define what a success team is.

Marisol: CRM is currently organized by division. Our job as SC to recommend what happens with CRM implementation

James C: There's the into, the through and beyond. How is everyone on the front-end recognizing what's coming in the "into" phase? Everyone knows the pathways, but success teams are ***grooming the pathways***.

VP Perez: The whole state is grappling with this. This difficulty is natural and important for our growth. It's easy to doubt ourselves.

We ***have*** success team models.

What hasn't worked is big blank canvas. What has worked is "here's what might work, now break it".

Karen:

Let's review definitions:

Success Teams:

A **Success Team** is a small group of college faculty, staff and administrators who monitor student-level data in the Interest Area (and build and manage relationships with each student in the Interest Area) to help each student with:

- Onboarding and matriculation
- Retention and persistence
- Completion of education goals

Interest Area Planning Group:

An **Interest Area** is a group of academic degree and certificate programs that share common core required courses and which may be similar in terms of the career interests students may have.

Maureen: IA groups needs to have discussion Re: success team roles. Then, generate questions to bring back to next SC meeting. Then, look at what we need answered by the end of the semester.

MH: Where are the CRM definitions?

Karen: Showed us specific questions for the Steering Committee to answer before IA **can** redesign

Going through SC questions:

How will ST be responsible for matriculation/onboarding?

VP Perez says, YES, MH says sort of ..., [There's a debate about how that could work given the resources etc.]

Interest Areas have to answer these HOW questions?

James C: but it's impossible for small success teams to be responsible for all the onboarding/matriculation

Eck: Success Team can **monitor** onboarding and matriculation. They can fill in gaps.

Marisol: Monitoring and Facilitating is where CRM comes in. Information can be used by Success team.

Karen: pointing to Success Team definition...

We are not replacing roles on campus, but reorganizing.

Eck: Success Team should be assisting programs and existing staff as opposed to directly assisting students.

Karen: Success Team will get student-level details but ...

Maureen: It's up to steering committee to make specific recommendations.

What if we just start with "monitor and report"?

Mary Ho: If we're clear with ... Are success

Karen: Our Theory of action is that FYE will help with retention and persistence.

Marisol: We have to start with things for IA to do that will be successful in spite of existing student services programs.

Mary Ho: Deploying resources ... the PhIG will have to be the group that builds the shell for what FYE looks like.

We're honing in on what are the deliverables:

IA and PhIG plan for what they do:

What are steps for Success Teams? What do they do first, how to use CRM ... [Karen's doc]

VP Perez:

- Maybe a half day ONLY for specific IA groups, but SC deploys.
- IA steps:
 - Look at these definitions
 - Respond to questions:
 - Highlighted Questions from SC questions.
 - Who are Sts? and What happens? [Hoffman proposes: what are the steps for a Success Team, given that definition and what the CRM can do]
 - When can you hold 1/2-day?

Get a Logic map for CRM

-It's just a set of yes/no questions that are mapped out in Carey's slides.

- CRM provides a set of constraints.

Eck: What do we do at IA groups?

Marisol:

- There's this one-page for IA groups to do a deeper dive.
- Based on IA leadership's discretion we can pivot as needed.

Marisol: We do from point A to completion and will send out a template of that process.

Relationship with Affinity Groups, other SC Q's are posed as Inquiry Questions

GUIDED PATHWAYS at Cañada

Draft Definitions and remaining questions

An **Interest Area** is a group of academic degree and certificate programs that share common core required courses and which may be similar in terms of the career interests students may have.

Interest Area Planning Groups are responsible for:

- Establishing one or more Success Teams to serve the students in the Interest Area
- Implementing a First Year Experience program for students new to the Interest Area
- Maintaining clear academic pathway programs (Program Maps and removing barriers to program completion by optimizing the schedule for student success)

- Identifying opportunities for high school students to get early exposure to college via dual enrollment or summer or term-specific concurrent enrollment and related activities
- Creating and providing career exploration opportunities for students in the Interest Area at key points on the students' academic journey
 - Career Assessments
 - Career Counseling Classes
 - Speakers; Field Trips
 - Job Shadowing opportunities
 - Internships
 - Job Placement

A **Success Team** is a small group of college faculty, staff and administrators who monitor student-level data in the Interest Area (and build and manage relationships with each student in the Interest Area) to help each student with:

- Onboarding and matriculation
- Retention and persistence
- Completion of education goals

How should IA Planning groups establish one or more success teams?

- Work with PRIE to determine “who” the students in the IA are
- Understand the CRM and the roles in the CRM that will facilitate communicating with students as well as other success team members
- Identify who could play the roles identified by the Steering Committee for that IA’s Success Team
- Work with administration to enable Success Team members to begin working together

GP Steering Committee Decisions Needed:

- How will Success Teams become responsible for on-boarding/matriculation?
- Should all Success Teams have the same members/roles? What roles? (Faculty, counselors, data coach, peer mentors/coaches, retention specialists)
- What will be the relationship between the Success Teams and the Affinity Groups? (eg., Promise, EOPS, Puente, etc)
- How will Success Teams collaborate or work across the college? (ie, not get silo’d)
- Will STEM be the first to “pilot” a success team this year? What is the timeline for the other IAs?
- What is the role of the Success Teams in leveraging and aligning student supports and other services to the benefit of students?

AGENDA ITEM	PRESENTER	PROCESS	TIME
Notetaker: Michael H		Action	Duration of meeting
Proposed deliverables for IA Success Team groups	GP Steering Co-Chairs and VPSS	Discussion: For your interest area: Based on CRM, success	25 minutes

<p>- Refine with input from Steering Committee</p>		<p>teams are happening.</p> <ul style="list-style-type: none"> € Who will staff the success team once the CRM is being used? € What is the role of the success navigator? € Who is the first responsible point of contact? € What does onboarding look like? € What supports exist for your Interest Area students? € Relationship between the success teams and affinity groups? 	
<p>Success Team Framework</p>	<p>GP Steering Co-Chairs and VPSS</p>	<p>Action:</p> <ul style="list-style-type: none"> € Potential PILOT of Science and Health Interest Area: FYE, Success Team, data collection, marketing, etc. 	<p>45 minutes</p>
<p>Equity Framework</p>	<p>Diva Ward and Michael Hoffman</p>	<p>Presentation</p>	<p>30 minutes</p>
<p>GP Materials: Where to compile notes/documents</p>	<p>GP Steering Co-Chairs</p>	<p>Discussion: Canvas & Website</p>	<p>10 minutes</p>

ADJOURN

NEXT MEETING: March 10th, 2020 in Building 2, Room 10, 2:30-4:30pm